

[My CBE Account](#) is your gateway into the Calgary Board of Education's (CBE's) online parent tools. Available 24-7, [My CBE Account](#) allows you to view and pay fees, register for transportation and noon supervision, book a parent-teacher interview (select schools), view a child's Desire2Learn (D2L) progress and/or assessment information (select schools), and apply for a fee waiver online.

In this document, you will learn:

- When you need to update your information at your child or children's school(s)
- How to log into [My CBE Account](#)
- How to view and update your [My CBE Account](#) name, email address, and cell phone number
- How to change your password when you know your current password, and
- How to reset your password when you have forgotten your current password.

**NOTE:** This document references external resources; view it online so that you can follow the links. See the [Getting Started with My CBE Account QRG](#) (PDF) for [My CBE Account](#) registration information.

## When to Update the School(s)

There are two situations in which you must update your information at your child or children's [school\(s\)](#) so that it matches the profile information in [My CBE Account](#):

### Before You Change Your My CBE Account Email Address

To maintain its link to your child or children, your [My CBE Account](#) email address must match the Legal Guardian email address on file at your child or children's [school\(s\)](#). If you need to change your [My CBE Account](#) email, visit or contact the [school\(s\)](#) to update that information **before** you make that change in [My CBE Account](#).

**NOTE:** You do not need to inform the [school\(s\)](#) before you change or reset your [My CBE Account](#) name or password.

### Update an Incorrect or Missing Cell Number

You may need to visit or contact your child or children's [school\(s\)](#) to update the cell phone number on file for you if the one shown in [My CBE Account](#) is incorrect or missing.

Both scenarios are discussed in the upcoming *View/Update Your My CBE Account Profile* section.

### Log Into My CBE Account

1. Open [My CBE Account](#).
2. Enter your email address in the **User name** field.
3. Enter your password in the **Password** field.
4. Click **Login**.

The *My Account* page is displayed.

### View/Update Your My CBE Account Profile

**WARNING:** Do NOT use a mobile device like a tablet or a smart phone to change your [My CBE Account](#) profile.

To view and update your [My CBE Account](#) profile information:

1. Log into [My CBE Account](#) as outlined in *Log Into My CBE Account*.
2. In the **Account Information** section of the *My Account* page:
  - View your name and email address. To change this information, proceed to Step 3 on the next page,

#### Account Information

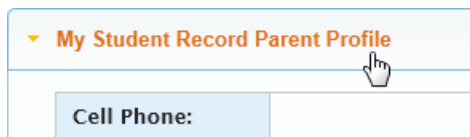


CBE Parent ([cbeparent@gmail.com](mailto:cbeparent@gmail.com))  
[cbeparent@gmail.com](mailto:cbeparent@gmail.com)



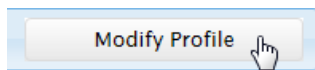
and

- Click “**My Student Record Parent Profile**” to view the cell phone number that is on file for you in the **Cell Phone** field. If the number is incorrect or missing, visit or contact your child or children’s [school\(s\)](#) to update the number.



3. To change your name and/or email address, click **Modify Profile**.

**WARNING:** To maintain the connection to your child or children, update the [school\(s\)](#) before you change your [My CBE Account](#) email address.



4. The *Edit User Profile* page is displayed. To change your name, enter a new first and/or last name in the **First Name** and/or **Last Name** fields.
  5. To change your email address (and your [My CBE Account](#) user name), enter a new email address in the **Email address** and **Confirm email** fields.
  6. Click **Update Profile**.
  7. The *Information* message opens. Click **OK**.
  8. Check your email. Open the “**My CBE Account Change**” message in your “Inbox,” “Junk,” or “Spam” folder.
  9. In the email, click “**Complete Process.**”
  10. [My CBE Account](#) and an *Account Status* message opens. Click **OK**.
  11. Log into [My CBE Account](#).
- The updated *My Account* page is displayed.

**NOTE:** See the [Managing Children in My CBE Account QRG](#) (PDF) if you can no longer see your child or children in the **My Child / Children** section of the *My Account* page.

## Change Your My CBE Account Password

**WARNING:** Do NOT use a mobile device to change your [My CBE Account](#) password.

To change your [My CBE Account](#) password when you know your current password:

1. Log into [My CBE Account](#) as outlined in *Log Into My CBE Account* on the previous page.
2. In the **Account Information** section of the *My Account* page, click **Change Password**.
3. The *Password Change* form opens. Enter your current password in the **Old password** field.
4. Enter a new password in the **New password** and **Confirm new password** fields.
5. Click **Change**.

The updated *My Account* page is displayed.

## Reset Your My CBE Account Password

**WARNING:** Do NOT use a mobile device to reset your [My CBE Account](#) password.

To reset your [My CBE Account](#) password when you have forgotten your current password:

1. Open [My CBE Account](#).
2. Under the login fields, click “**reset your password.**”  
*If you have forgotten your password, please [reset your password](#).*
3. The *Password Reset* form opens. Enter your user name (email address) in the field.
4. Click **OK**.
5. The *Account Status* message opens. Click **OK**.
6. Check your email. Open the “**My CBE Account Change**” message in your “Inbox,” “Junk,” or “Spam” folder.
7. In the email, click “**Complete Process.**”
8. [My CBE Account](#) and an *Account Status* message opens. Click **OK**.
9. Log into [My CBE Account](#) as outlined in *Log Into My CBE Account* on the previous page.